

IOT Server Admins - 2017

Who We Are:

A dedicated 18-member team that manages statewide server infrastructure.

Our Mission:

To Provide Secure, reliable and integrated technology solutions to our partner agencies so they can better serve our mutual customer, the Hoosier taxpayer.

Department: 493029

Manager: Brandon Waite

What We Do:

The team supports approximately 1,400 physical servers and approximately 2,800 virtual servers with multiple petabytes of storage and backups. This includes providing the core resources (rack space, virtualization components, storage capacity and performance and services) required to maintain a highly available environment in multiple data centers.

Our Products:

1050	Physical Server Hosting
1192	Shared Web Hosting
1023	SFTP/MFT

Our Tools:

vFire	Ticket Management and SLA Measurement
Netscaler	Citrix NetScaler combines high-speed load balancing and content switching, data compression, content caching, SSL acceleration, network optimization, application visibility and application security on a single, comprehensive platform.
SCOM	System Center Operations Manager provides alerts and performance metrics.
Cloudera	Management for Hadoop environment
Avecto	Server Rights management

Our Metrics:

Mon-Fri 6am-6pm excluding state holidays

Resolve customer issues within 40 IOT business hours 90%+ G; 87%+ Y; <87% R

Server and Storage Availability: 99.9% + G; 96.9%+ Y; <96.9% R

Our Customers:

Executive Branch, Judicial Branch and Secretary of State.

Our Budget:

\$2.5 million

Our Growth:

12 agencies are using 425 servers in the protected zone.

Recent Major Accomplishments:

Upgraded our current SCOM environment	Assisted in the InBiz project
PDZ Standards and process	Avecto Deployment
Creation of the operation security team.	Deployment of PDZ NetScaler's
Setup a dashboard for NetScaler logs in Hadoop	MHA Applications / SQL

Current Projects:

Server build automation	Improve Standard Operating Procedures
Hadoop Project with MPH	Server 2016 Baseline
Create ITIL Standard Practices	Redhat 7 Baseline
Move away from HA Netscalers to Clustering Netscalers	Provide hosting services for Hadoop